

07-03-01

4
ICEMILLERSM
LEGAL & BUSINESS ADVISORS

06/29/01
JC961 U.S. PTO

06/29/01
JC997 U.S. PTO
09/89960

June 29, 2001

WRITER'S DIRECT NUMBER: (317) 236-5804
internet:fowler@icemiller.com

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Express Mail label number: ET168825485US

BOX:
PATENT APPLICATION

Date of Deposit: 6/29/01

Commissioner for Patents
Washington, D.C. 20231

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and is addressed to the Assistant Commissioner of Patents, Washington, D.C. 20231.

TERESA LABADIE
(Name of person mailing paper or fee)
Teresa Labadie
Signature

Patent Application of:

SHOEMAKER, Randall D.; GRINDSTAFF, G. Michael; KOVACS, Brian A.; WEIMER, Mark L.; EASTON, Bill; GLODOWSKI, Mark R. and DOYLE, William

Invention:

CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD

Our File No.:

P00494-US-1 (11049.0013)

Sir:

Transmitted herewith for filing is a patent application of SHOEMAKER, Randall D.; GRINDSTAFF, G. Michael; KOVACS, Brian A.; WEIMER, Mark L.; EASTON, Bill; GLODOWSKI, Mark R. and DOYLE, William for a CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD.

Enclosed are the following:

1. Specification of 20 pages

2. Claims, 21 in number, 6 pages
3. Abstract of the Disclosure, 1 page
4. Drawings - 10 sheets
5. 7 Declarations signed by each of the inventors
6. Form PTO-1595 and 4 Assignments of the invention to Walker Information, (each of the seven inventors is listed on one of the Assignments) ✓
7. Information Disclosure Statement together with Form PTO-1449 and copies of patents and publications identified on said form

The filing fee is calculated below:

<u>FOR</u>	<u>NO. FILED</u>	<u>NO. EXTRA</u>	<u>RATE</u>	<u>CALCULATIONS</u>
Total				
Claims	21 - 20 =	-0- x	\$ 18.00	\$ 18.00
Independent				
Claims	3 - 3 =	-0- x	\$ 80.00	\$ -0-
[] Multiple Dependent Claims			\$270.00	\$ -0-
			Basic Fee	\$ 710.00
TOTAL OF ABOVE CALCULATIONS				\$ 728.00
[X] Reduction by ½ for filing by small entity				\$ 364.00
[X] Fee for Recording of 1 Assignment (1 x \$40.00)				\$ 40.00
TOTAL FILING FEE				\$ 404.00

FD-290 (03-95-226)

A check in the amount of \$404.00 is enclosed. Please charge any deficiency in fees or credit any overpayment to Account No. 09-0007.

Respectfully submitted,

Ross Fowler

Russell E. Fowler, II

Attorney Registration No. 43,615
ICE MILLER
One American Square, Box 82001
Indianapolis, Indiana 46282-0002
Telephone: (317) 236-2100

Date: 6/29/01

REF/pgf

Enclosures: Specification of 20 pages
Claims, 21 in number, 6 pages
Abstract of the Disclosure, 1 page
Drawings - 10 sheets
7 Declarations signed by each of the inventors
Form PTO-1595 and 4 Assignments of the invention to Walker Information,
(Each of the seven inventors is listed on one of the Assignments)
Information Disclosure Statement together with Form PTO-1449 and
copies of patents and publications identified on said form
Check in the amount of \$404.00
Return Postcard

cc: Raymond S. Becker